

Position Description

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| Title | Assistant Client Liaison Officer |
| Business Unit | Reid's Guest House, Tenancy, Housing and Crisis Support |
| Location | 128 Lydiard Street North, Ballarat Central, VIC 3350 |
| Employment type | Part Time (0.6) – Maximum Term (until 30 th June 2022) |
| Reports to | Manager – Reid's Guest House |

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The position will provide a professional and responsive service to existing and prospective guests, and internal / external stakeholders at Reid's Guest House.

2. Scope

Budget:

Nil

People:

Nil

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3. Relationships

Internal

- Entry point staff
- Housing program staff
- Street to Home staff
- Manager Reid's Guest House
- Client Liaison Officer – Reid's Guest House

External

- External welfare agencies and other referral sources
 - Support service providers
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4. Key responsibility areas

Service delivery

- Assist clients with day-to-day enquiries in a professional and courteous manner
- Assist the Client Liaison Officer in keeping detailed client notes and, contribute to client review meetings
- Liaise with internal departments and external agencies on availability of rooms and ensure maximum occupancy
- Perform client intake using the relevant forms
- Conduct client update and planning meetings with the Client Liaison Officer
- Follow up on incomplete linen exchange from weekends
- Provide appropriate responses to unexpected issues or incidents that arise, document responses/actions in diary and complete incident report where applicable
- Perform cleaning duties to ensure that rooms are ready and available for new clients as required

Administration

- Assist with the invoicing process for referred clients
- Maintain up to date clients notes and client files
- Liaise with facilities management to action maintenance requests from staff and clients
- Maintain client tracking records with up to date and accurate client information and outcomes of their placement
- Weekly banking reconciliation as authorised by Program Coordinator

Quality and risk

- Ensure policies and procedures are followed to ensure the safety of clients and staff and the correct fulfillment of role responsibilities.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.

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- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
 - Promote a positive safety culture by contributing to health and safety consultation and communication.
 - Promptly respond to and report health and safety hazards, incidents and near misses to line management
 - Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
 - Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
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5. Performance indicators

- Correctly completed client intake forms
 - Effective email communication with internal and external stakeholders regarding rooms availability
 - Up to date client tracking record
 - Clear and concise diary entries
 - Clear communication with clients regarding expectations
 - Completed maintenance request forms or documented reports of maintenance issues and resolution
 - Documented written warnings or cancelation of accommodation reports
 - Documented response to unexpected situations in computer diary
 - Documented actions in the computer diary and completed incident reports
 - Daily checklists completed in compliance with policy and procedures
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6. Person specification

Qualifications

- Certificate in Community Services or related field desirable
- Current First Aid and CPR certificate.

Experience

- Understanding of, or previous experience in the community services sector with particular consideration given to experience in housing or accommodation services
- Demonstrated ability to set priorities, meet deadlines, work with minimal supervision and under pressure

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
 - **Organisational skills:** excellent organisational skills
 - **Communication skills:** Excellent interpersonal and communication skills across a broad range of stakeholders.
 - **Computer skills:** Sound computer skills, including demonstrated experience in Microsoft Office.
 - **Professional integrity:** Experience in handling sensitive information and maintaining privacy
 - Confidence to remain calm and composed when dealing with difficult situations and/or aggressive clients.
 - Possess a high level of client service skill and an ability to communicate with clients from all backgrounds
 - Good working knowledge of the homelessness or welfare sector and local services.
 - Ability to understand and follow policy and procedures.
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7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: